

**SCOTTS CASTLE HOLIDAYS**  
*The Offices, Trewardale, Blisland, Bodmin, Cornwall, PL30 4HS*  
**Tel: 01208 821 341 Fax 01208 821 612**

**GOOD HOUSEKEEPING DEPOSIT TERMS & CONDITIONS**

The vast majority of properties we let are large, stately establishments, with fixtures and furnishings reflecting the period & style of the property, including (but not limited to) antiques and other historical and costly artefacts.

It is in good faith that the Owners of these properties let out their establishments and its contents to a third party (the Applicant) on the understanding that the Applicant agrees to keep the property and all furniture, fittings, equipment and other contents in or on the property (grounds included) in the same state of repair and condition as at the commencement of the let (reasonable wear and tear excepted).

**TERMS & CONDITIONS**

- 1.0 If requested by the Owner of the Property, the Agency reserves the right to request receipt of the full housekeeping deposit **prior to the Applicants arrival at the property.**
- 2.0 The Good Housekeeping Deposit for **all overseas bookings** must be banked within seven working days prior to the Applicants arrival at the property.
- 3.0 The Applicant is obliged to provide the Agency with his/her credit card details (from a major credit card company) five days prior to the holiday start date if the Good Housekeeping Deposit has not already been banked. **Electron or Debit Cards will not be accepted.**
- 4.0 The Applicant will be responsible for reimbursing the Owner (via the Agency) for the **actual costs** of any breakage or damage in or to the property, along with any additional costs that may result following the Applicant's tenancy (ie extra cleaning). Please note, the Good Housekeeping Deposit is a nominated sum only and actual costs may be significantly higher.
- 5.0 **Upon initial notification from the owner/housekeeper of the property that the GHD will need to be held until further notice, the pre-authorized amount will be deducted on behalf of the Owner by the Agency from the credit card details (provided for this purpose) immediately and without notice to the Applicant.**
- 6.0 The Agency will attempt to contact the Applicant within 24 hours of having been notified of the problem by the Owner. This will be done by phone &/or letter or email (whichever is more practicable in the circumstance) to the addresses given by the Applicant on the booking form. A phone call will be made to all UK & European residents, and all other nationalities where reasonably practicable.
- 7.0 The difference between the amount invoiced and the full amount taken for the GHD will be refunded to the Applicant once the Agency is in receipt of all relevant invoices and other necessary evidence from the Owner (ie photographs, independent witness reports, assessment from the Property Manager). **If the amount to be reimbursed is in excess of the GHD taken, the Applicant will be charged accordingly.**
- 8.0 Copies of all invoice/s, relevant paperwork (as described above) and credit card receipt/s will be forwarded to the Applicant by first class mail.
- 9.0 Should a dispute arise regarding the loss or damage of property, or excess cleaning required following your stay **our policy is that the housekeepers word is final.**
- 10.0 The Applicant should note that the booking **contract is taken out between the Owner and the Applicant.** In Good Housekeeping Deposit disputes, **the Agency acts as a mediator** only between the two parties. If the contract is breached and legal action pursued, the case will be between the Owner and the Applicant, not the Agency.